

Emergency Action Guide



ROGUE VALLEY MANOR

The following guide serves as a valuable resource to stay safe in the event of emergency situations. Please take the time to read it and become familiar with important procedures and helpful information.

General Emergency Information

Unless you are calling to report an emergency, do not call the Security Control Room for updates during an emergency.

Emergency communication can be received via:

- Telephone: Via "One Call Now" a recorded messaging system
 - Television: **Turn to channel 900**
 - Email Notification: sent from myRVM to your email
 - RVM Staff/Incident Commander
 - Emergency Personnel (Fire, Police, Ambulance)
 - Radio/Television: Emergency Broadcast System
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EMERGENCY PREPAREDNESS CHECKLIST

For your safety, make sure you keep (at minimum) the following items in your home:

- Working flashlight with extra batteries
- First Aid Kit
- Battery or solar operated radio
- 3 day supply of non-perishable food & bottled water
- 7 day supply of your personal medications, preferably in an easy to access "Go Bag"

General Safety

The following section provides basic information on how to prepare and act during an emergency.

TO REPORT AN EMERGENCY, DIAL 911.

If you are unable to dial 911, contact the Security Control Room by dialing **0** from your RVM landline or by pressing your emergency alert button.

Be ready to provide the following information:

- Your full name and address including apartment or cottage number
- Description of the emergency

IDENTIFY & PLAN YOUR ESCAPE ROUTE

- **Take time in advance** to familiarize yourself with all escape route options, knowing an elevator may not be available.
- **Unlock your door** for emergency personnel access, but leave the door closed.
- **IF AN EVACUATION ORDER IS GIVEN, LEAVE IMMEDIATELY.**
- **ONCE OUT, STAY OUT.** Do not return to your home until told to do so by staff or emergency response personnel.

Shelter in Place Protocol

It is the policy of Rogue Valley Manor that, in the event of an emergency, Independent Living Residents should shelter in place (remain in your home) and await instructions. HOWEVER, if the emergency is in your home (fire, smoke, etc.) please leave immediately, closing the door behind you.

Answer your phone if it rings. RVM utilizes "One Call Now" to send updates to campus phones.

Turn to Channel 900 on your TV for updates.

- In the event of an emergency **unlock the door** for emergency personnel access **but leave the door closed.**
- Put on weather appropriate clothing and footwear and have your "Go Bag" ready.
- Remain in place until you receive further instructions (such as an evacuation order), or until you are notified of an "all clear", indicating the situation is resolved.

Emergency Meeting Sites

If you are in the Manor, Manor Terrace, or Skyline Plaza building and have been instructed by staff or emergency personnel to evacuate, or if you feel the need to evacuate, make your way safely to the closest Emergency Meeting Site using an exterior stairwell. If you are unable to exit the building make every attempt to reach an exterior stairwell.

High Rise Building Emergency Meeting Sites

| | |
|-----------------------------------|--|
| Manor: | Gather in the Auditorium; located just off the lobby. |
| Skyline Plaza: | Gather in the Dining Room on the ground floor. |
| Manor Terrace: | Gather in the Roxy Ann Grille on the ground floor. |
| North Employee Parking Lot | Should the above interior sites be unavailable or unsafe, gather in the lot located just above the Dog Park. |

Cottage and House Meeting Sites

Cottage and house residents' meeting sites will be "situation dependent." Please follow staff or emergency personnel instructions.

Fire Safety

Know how to get to safety if there is a fire.

- Be cautious when touching doors before opening, and always use the back of your hand.
 - Never open a door that is hot.
 - If you open a door, stand on the hinged side and open it slowly.
 - If you are in a smoke-filled area, keep low.
 - Be aware of how far it is to the nearest exit. How many doors from your door to the exit?
 - Assist others if possible.
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Never use the elevator unless instructed to do so by staff or emergency personnel.

Remember if clothing is on fire to...



Fire Alarms

General Fire Alarm Information

Shelter in place (remain in your home) until you receive further instructions.

Answer your phone if it rings. RVM utilizes "One Call Now" to send updates to campus phones.

Turn to Channel 900 on your TV for updates.

- Medford Fire Department and RVM staff will automatically be dispatched by alarm via the Security Control Room.
- Unlock but **DO NOT OPEN** your door to allow access for emergency personnel.
- Prepare: get dressed, put on shoes, have your "Go Bag" at the ready.
- **IF** instructed to evacuate, proceed to the closest emergency meeting site.
- If you are unable to evacuate high rise residents should make every effort to reach an exterior stairwell and await assistance or further instructions.

High Rise Fire Alarms

The following section provides information related to Fire Life Safety protocols and alarm systems in the Manor, Manor Terrace, and Skyline Plaza buildings.

All three of the high rise buildings on the Rogue Valley Manor campus are concrete and 'fully sprinkled', which allows for a shelter-in-place (remain in your home) protocol. See Page 3 of this document for more information on Shelter In Place.

Residents of Skyline Plaza specifically: The annunciators built in to this building's alarm system contradict the shelter in place (remain in your home) protocol. To help mitigate confusion, please wait for further instruction via the speaker in your apartment, turn on Channel 900, and/or answer your phone should it ring to receive a recorded message updating the situation.

Cottages & Houses

Fire Alarms

If there is fire or smoke in your residence, LEAVE.

Familiarize yourself **in advance** with all exits. If you are unable to exit through the front, go onto the back deck.

- Once you are safe, dial 911 from the closest phone.
- If you are able, check on your neighbors.
- Remain a safe distance away from your home, and wait for instructions.
- Use caution and stay clear of the path for emergency vehicles.

Severe Weather & Power Outages

Severe weather can cause a wide range of problems, knowing what to do can help keep you safe.

Answer your phone if it rings. RVM utilizes “One Call Now” to send updates to campus phones.

- Close blinds and/or window coverings to prevent possible injury from broken glass.
- If possible, remove unsecured items from decks and porches.
- Locate your flashlight, batteries, portable radio and have your “Go Bag” at the ready.

Turn to Channel 900 on your TV for updates.

Emergency Elevator Instructions

If you are in an elevator during an emergency, or you become stuck inside an elevator, take the following steps.

- Locate the red **emergency call button** placard on the control panel located on our near the elevator control panel.
- Push the emergency call button, after a few moments you will hear a series of tones while the system connects you to the Security Control Room.
- A Security staff member will come on the line.

PLEASE NOTE: Unless instructed to do so by emergency personnel, do not attempt to use the elevator during a fire alarm.

I currently live: _____

My escape route is:

My closest meeting place is:

My emergency contact is:

Contact Us

If you have questions related to RVM Campus Emergency protocols, please contact:

RVM Campus Security Supervisor
Phone: 541-857-7910